

Customer Service Report for ASB



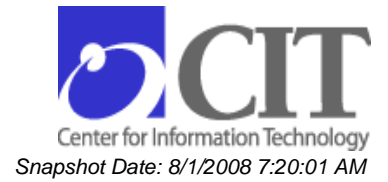
For the period: Tuesday, July 01, 2008 12:00:00 AM to Thursday, July 31, 2008 11:59:59 PM

	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	ASB	Web	Other	DCS	ASB	Other	DCS	ASB	Other	To Close
ADB											
Connectivity	1	0	0	0	0	1	0	0	0	0	0
Printing	1	0	0	0	0	1	0	0	0	0	0
Application Support											
COTS-NTS- Install/Uninstall	0	0	0	1	0	0	0	0	1	0	0
COTS-Other/Install	0	2	0	0	0	0	0	2	0	0	25
ASR											
Colocation-OFF	0	1	0	4	0	2	1	0	2	0	0
Colocation-ON	0	2	0	3	0	0	2	0	3	0	0
Other	0	0	0	5	0	3	0	0	2	0	0
Unix	0	0	0	4	0	2	0	0	2	0	0
Windows	0	0	0	1	0	1	0	0	0	0	0
CIT Categories											
Net/Site/Problem Report	0	1	0	0	0	0	1	0	0	0	0
CIT Categories Remedy											
Other	0	1	0	0	0	0	0	0	1	0	0
General Information											
Inquiry	1	0	0	0	0	0	0	0	1	0	4
OS/390											
Batch/JCL	0	1	0	0	0	0	0	0	1	0	0
Other	0	1	0	0	0	0	0	0	1	0	0
Printer/VPS	1	0	0	23	0	3	0	0	21	0	0
Wireless Services											
BB/Troubleshoot	0	1	0	0	0	0	0	1	0	0	126
Grand Total:	4	10	0	41	0	13	4	3	35	0	3

Total Tickets Closed: 38

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Total Tickets Assigned/Pending/Checked Out:	17
Total Tickets Created:	55